

From: [james michael miller](#)
To: [Infrastructure, Planning and Natural Resources Committee](#)
Subject: Taxi Industry Commission Submission: James Miller
Date: Thursday, 22 October 2015 3:57:03 PM

Hi please find attached my submission for the current Taxi Industry Commission.
P.S Go BOB your a legend m8 Thanks for providing this opportunity for everyday
Australians to have a say.
Jimmy Miller

To the Commission.

My names James Miller, I currently drive taxis. When Uber first advertised in Brisbane I contacted (email) them and wanted to go to the induction to inquire about the service and being a driver. On the first occasion I got stuck in traffic, I had driven a 140k's to get to the meeting, there was no-one to call to explain my lateness.

On arriving, the induction (held at a pub) was finishing, I found a 'lad' who was un-identified as being Uber (he had no I.D), and he explained that if I had the doc's he would sign me up right then and there. Then he didn't have a spare Uber phone.

I returned the next week, again there was no way to call anyone. I went through the induction and was concerned that there was NO training!! At all, no one mentioned the then current \$1800 fines being handed out. I brought it up, they said they'd pay for any fines and they were legal something about a loophole in current legislation. Again the young men running the induction from a bowls club had no I.D that they were Uber, they did have the Uber phones though and the paperwork had Uber logo's on it. I had all the documentation (stated on the website) with me which they uploaded on the spot. Again there was no training just an informal session on who, what Uber were and they'd pay for any fines ect and if you had the necessary doc's then you were right to go.

Literally I came out of the induction a bit confused, very concerned and unsure if I wanted to be an Uber driver. I had the phone though so, I turned it on. Uber wasn't then available in my local area it still isn't, it was my thinking to travel 'maybe' to Brisbane to work as a driver for extra cash as I was studying. About an Hour after the device was switched on it 'Hung' froze. I then realized the MAJOR issue with Uber.

Being a Taxi driver and studying I was looking at buying a Taxi License or being an Uber operator whilst I studied. However having looked into Uber and once discovering the 'Dangers' of being a driver in a Taxi there is little chance I would support Uber in its current state.

How can anyone make the decision to buy a Taxi license with the threat of Uber being present?

Once I researched Uber and discovered they are Google I emailed them to rescind any and all of my documentation, my interest in being a driver and to send me a postage paid envelope so as to send their device/phone back.

I would like the commission to consider the following points.

Uber's website states they are NOT a taxi service yet they also state that a driver cannot have anyone else in the car when they are 'ridesharing'. I thought that was what ridesharing was, I'm going to point A and hey I can take someone along the way and give them a ride for \$.

Safety... SAFETY. As a Taxi driver everything is under video surveillance, I f I have a 'Situation' I have visible camera's that act as a deterrent to a passenger from committing and 'ACT'. I have a radio system where I can put my cab into alarm and have an operator call the necessary emergency services for me; they can start talking warning the passengers, they can also send other cabs to help me.

If an 'AC/Offence' occurs then both my passenger and/or I can request the footage of the cameras for legal purposes ect. If I the driver hit my alarm then the operator can hear what's occurring in the cab.

Further and most importantly, the public can be assure they are supporting an AUSTRALIAN in an AUSTRALIAN company where ALL monies paid are entering into the AUSTRALIAN economy and that NO MONIES are going overseas to a third party. They are supporting the economy wholly that supports them. They are assured that the Taxi is following all legal requirements as set by the AUSTRALIAN constitution/legislative assembly/government and is providing a "Fair GO".

Not a foreign multination multi conglomerate that is simply devising a system to tax the Australian public and undermining an Australian industry.

When in my taxi it is a clearly marked vehicle representing that I have undergone training and personnel checks, my ID shows that I am the driver and accredited. The public/passenger can be assured that the vehicle meets operational/roadworthy requirements and is properly insured.

Uber cannot provide these requirements.

1. They cannot provide a "safe work environment" for drivers. Anyone can get into their vehicles, a person can simply use the Uber "request a ride for someone else" portion of their app and hey presto any violent murderer, drug dealer or rapist can get in. The driver has to take the ride; he has to meet his 80% of trip request uptakes in order to keep his account. He doesn't have the opportunity to call a base and declare the passenger an A20 (undesirable).
2. They cannot ensure the publics or passengers safety. No Uber cars have compulsory camera surveillance where the passenger and driver are recorded.
3. They do not require the driver to show their accreditation of licenses to the public. They Do Not provide any training AT ALL; they rely on the drivers having gone to a taxi company to do that. WHY SHOULD THE TAXI COMPANIES PROVIDE TRAIING TO A COMPETITOR??.
4. An Uber driver can easily give his phone to a mate and get him to drive on his account, he can also just grab any car and rock up, sure he may get a bad rating from the passenger but at 3am who cares, passengers just want to get home. They can't ring a base and complain.
5. Uber passengers can't ring anyone and complain, not even the transport department, why because Uber's governed by NO-ONE.
6. The ONLY way an Uber driver can contact Uber with a problem is by email, which can take sometimes hours even days for Uber to respond, have a look at their face book page you can see their response and times to enquiries.
7. Uber drivers have their pays calculated weekly, finalized on a Monday they are then paid by Thursday night. So Uber gets to hang onto a driver's money collect interest and not pass that benefit onto their drivers.
8. Uber's website states they can change their rates during peak times to??????? Whatever the &^*% they want in order to keep drivers on the road???

Uber is not a transportation provider. No need to tip. Flat rates apply to direct trips between specified locations. Additional stops may result in a higher fare. Applicable tolls and surcharges may

be added to your fare. At times of intense demand, our rates change over time to keep vehicles available. (From the Uber website)

9. Uber are only concentrating on providing services to the CBD area as they know they will not have the ability to consistently provide the service to the greater metro or country areas, they are simply picking the "hot profit" spots which will again undermine the current taxi services.
10. Uber charge extra 'SAFE RIDE FEE's' for cars that are regulated like a taxi already is, currently their website states this is available in the U.S and Canada only.
11. Uber's software Freeze's/Hangs, now in QLD with our storms ect this can happen frequently and we all want to get home when it's raining, hence this software cause's a nightmare to both Uber drivers and passengers who both get their fares mucked up and again can only make a emailed enquiry about it. Not like a cab where the meter is right there in front of you along with all the charges and multiple ways to pay.
12. Finally the poor stupid Uber drivers don't realize all they are doing is providing a pathway for Google and it's A.I (artificial intelligence) agenda to provide unmanned cars/ Taxi services in peak demand areas like the CBD (look up Google's unmanned cars currently driving around New York), so in the very near future the drivers themselves will be on the welfare cycle and all monies generated by Uber will be going straight Overseas again taxing Australians.
13. Lastly Uber claims that ALL Uber drivers are covered by insurance mainly at least third party, yet it's ONLY an educated guess on my behalf, I may be wrong, however I believe no Uber drivers have declared to their third party insurers that they are operating a commercial enterprise using their cars... Hence the argument of fraud with the withdrawal of insurance probably after an accident where someone's daughter like yours may have been killed or worse permanently totally incapacitated. Would you want your daughter at 3am on a sat morning to be involved in an accident in an uninsured car when she thought she was doing the right thing?

Lastly does anyone on the commission really agree that any service provider should be able to come into a foreign country (namely ours) and flout their laws simply because they are backed by a corporate giant like Google who will exhaust the legal process because they have billions?

Come on are you Australian do you have the balls to stand up for what's right and give all Australians a fair go???? The current Taxi Industry isn't perfect but what Industry is? Enabling Uber to operate under the current conditions is ONLY creating a bigger problem not solving a current one.

James Miller
15:30 22/10/15

